



Information Governance Team

Postal Address:
Coventry City Council
PO Box 7097
Coventry
CV6 9SL

www.coventry.gov.uk

E-mail: infogov@coventry.gov.uk

Phone: 024 7697 5408

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI759201887

Thank you for your request for information relating to Council Occupational Physiotherapy Service.

You have requested the following information:

This request relates to employee physiotherapy services (including Occupational Health Physiotherapy) provided by the council to its staff.

Service Delivery Model

1. Does the Council currently deliver employee physiotherapy services (including Occupational Health Physiotherapy) in-house or through an externally commissioned provider?

This is delivered in house by Coventry City Council employees

Current Provider Details:

2. If the service is externally commissioned, please provide the name of the current provider and the duration of their contract (including start and end dates, and any extension options).

Not applicable.

Referral and Triage Process:

3. How are employee referrals for physiotherapy triaged (e.g. direct line manager referral, occupational health, online form)?

- Is triage completed internally or outsourced to the provider?

- How many referrals in the last 12 months or last full year of MI?

The service is delivered fully in house.

Digital Systems / Case Management Tools:

4. Does the Council use any digital system or online portal for managing referrals, appointments, or management reporting (e.g. an online referral portal, HR case management system, or occupational health platform)?

If so, please specify the name of the system and whether it is operated by the provider or the Council.

Occupational Health have an administration system called Cority which records referrals and stores clinical notes and helps to diarise appointments and run reports.

Session Delivery:

5. What proportion of physiotherapy sessions are delivered:

- In person - 50%
- Via secure video call – 50%
- Via telephone consultation

Average Sessions Per Case:

6. On average, how many physiotherapy sessions are provided per employee (including assessment and follow-up appointments)?

As many sessions as are deemed appropriate

Self-Managed vs Assisted Treatment Plans:

7. What proportion of cases result in self-managed treatment plans (e.g. exercise videos or online programmes) compared to assisted treatment (hands-on therapy)?

Not applicable.

Performance and Reporting:

8. What Key Performance Indicators (KPIs) or management information are routinely collected to monitor physiotherapy service performance? (e.g. referral turnaround times, attendance rates, discharge outcomes, employee satisfaction, etc.)

In house provision and service evaluation forms completed by employees

Price and Costing:

9. What is the current annual budget for occupational physiotherapy services and/or the average cost per physiotherapy session (including triage, assessment, and treatment)?

Not applicable.

Optional / Educational Services:

10. Does the Council offer any additional musculoskeletal education, wellbeing sessions, or webinars (e.g. back care, posture, or early intervention workshops)?

Yes

- If yes, are these delivered internally or by the provider?

In house

Contractual and Procurement Details:

11. When is the current contract due to expire or be retendered?

Not applicable.

If available, please provide the procurement reference number or link to the most recent tender notice.

Not applicable.

Is there a planned tender for this service within the next 12 months?

No.

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If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance